

AMENDMENTS

In the Claims

1-22. (Cancelled)

23. (Previously Presented) A method of inter-module communication comprising:
forming a message, wherein

said forming comprises

inserting customer relations management system information and other
customer relations management system information into said
message, and

configuring said message to be pushed from a customer relations
management system by encoding at least a portion of said message
in a markup language,

said customer relations management system information comprises at least one of
agent information and work item information,

said agent information comprises information regarding an agent,

said work item information comprises information regarding a work item,

said other customer relations management system information is other than said
agent information and said work item information, and

said other customer relations management system information comprises at least
one of a command, a request and a notification.

24. (Previously Presented) The method of claim 23, wherein
said notification comprises at least one of notification of an event and autonomously
provided information.

25. (Original) The method of claim 24, wherein
said customer relations management system information further comprises at least one of
queuing information, statistical information, connection information and rule
information.

26. (Original) The method of claim 23, further comprising:
communicating said message from a commerce server to a universal queuing system.
27. (Previously Presented) The method of claim 23, further comprising:
forming said command, wherein said other customer relations management system
information comprises said command and said command is defined such that a
module receiving said message performs an operation.
28. (Previously Presented) The method of claim 23, further comprising:
forming said request, wherein said other customer relations management system
information comprises said request and said request is configured to cause a
module receiving said message to reply with requested customer relations
management system information.
29. (Previously Presented) The method of claim 23, further comprising:
forming said notification, wherein said other customer relations management system
information comprises said notification, and said notification is generated by a
module generating said message.
30. (Previously Presented) The method of claim 23, wherein
said message defines a function, and
said function is one of an agent-related function, a work item-related function, a
statistics-related function and an administrative function.
31. (Original) The method of claim 30, wherein
said agent-related function is initiated by one of an AgentLogin command, an
AgentLogout command, an AgentInitAuBWork command, an
AgentAllMediaAvailable command, a ChangeAgentMediaMode command, a
ChangeAgentSkill command, a RequestAgentState request, a
RequestAgentMediaMode request, a RequestSystemState request, a
RequestAgentWorkableList request, a RequestWorkItemAssignment request, a
RequestAgentWorkItemList request and a RequestAgentMediaState request.

32. (Original) The method of claim 30, wherein
said work item-related function is initiated by one of an AddWorkItem command, a
RequestWorkItemStatus request, an AcceptWorkItem command, a
RejectWorkItem command, a CompleteWorkItem command, a
WrapUpWorkItemResponse command, a WrapCompleteWorkItem command, an
HoldWorkItem command, an UnHoldWorkItem command, a
BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent
command and a TransferWorkItemToRoute command.
33. (Original) The method of claim 30, wherein
said statistics-related function is initiated by one of a SetChannelStatInterval command, a
SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat
command and a GetSystemStatistics request.
34. (Original) The method of claim 30, wherein
said administrative function is initiated by one of a UQOpenConnection command, a
UQReopenConnection command, a UQInitRules command, a UQReplaceRules
command and a UQDisconnect command.
35. (Previously Presented) The method of claim 30, further comprising:
sending said message.
36. (Previously Presented) The method of claim 35, further comprising:
receiving said message.
37. (Previously Presented) A computer system comprising:
a processor;
computer readable storage medium coupled to said processor; and
computer code, encoded in said computer readable storage medium, configured to cause
said processor to:
form a message, wherein
said forming comprises

inserting customer relations management system information and
other customer relations management system information
into said message, and
configuring said message to be pushed from a customer relations
management system by encoding at least a portion of said
message in a markup language,
said customer relations management system information comprises at least
one of agent information and work item information,
said agent information comprises information regarding an agent,
said work item information comprises information regarding a work item,
said other customer relations management system information is other
than said agent information and said work item information, and
said other customer relations management system information comprises
at least one of a command, a request and a notification.

38. (Previously Presented) The computer system of claim 37, wherein
said notification comprises at least one of notification of an event and autonomously
provided information.

39. (Previously Presented) The computer system of claim 38, wherein
said customer relations management system information further comprises at least one of
queuing information, statistical information, connection information and rule
information.

40. (Previously Presented) The computer system of claim 37, wherein said computer
code is further configured to cause said processor to:
communicate said message from a commerce server to a universal queuing system.

41. (Previously Presented) The computer system of claim 37, wherein said computer
code is further configured to cause said processor to:

form said command, wherein said other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.

42. (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

form said request, wherein said other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with requested customer relations management system information.

43. (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

form said notification, wherein
said other customer relations management system information comprises said notification, and
said notification is generated by a module generating said message.

44. (Previously Presented) The computer system of claim 37, wherein said message defines a function, and
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

45. (Previously Presented) The computer system of claim 44, wherein said computer code is further configured to cause said processor to:
send said message.

46. (Previously Presented) A computer program product comprising:
a first set of instructions, executable on a computer system, configured to form a message, wherein
said first set of instructions comprises

a first subset of instructions, executable on a computer system, configured to insert customer relations management system information and other customer relations management system information into said message, and

a second subset of instructions, executable on a computer system, configured to configure said message to be pushed from a customer relations management system, wherein said second subset of instructions comprises

a first sub-subset of instructions, executable on a computer system, configured to encode at least a portion of said message in a markup language,

said customer relations management system information comprises at least one of agent information and work item information,

said agent information comprises information regarding an agent,

said work item information comprises information regarding a work item,

said other customer relations management system information is other than said agent information and said work item information, and

said other customer relations management system information comprises at least one of a command, a request and a notification; and

computer readable storage media, wherein said computer program product is encoded in said computer readable storage media.

47. (Previously Presented) The computer program product of claim 46, wherein said notification comprises at least one of notification of an event and autonomously provided information.

48. (Previously Presented) The computer program product of claim 47, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

49. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to communicate said message from a commerce server to a universal queuing system.

50. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to form said command, wherein said other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.

51. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to form said request, wherein said other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with requested customer relations management system information.

52. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to form said notification, wherein
said other customer relations management system information comprises said notification, and
said notification is generated by a module generating said message.

53. (Previously Presented) The computer program product of claim 46, wherein said message defines a function, and

said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

54. (Previously Presented) The computer program product of claim 53, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to send said message.

55. (Previously Presented) An apparatus comprising:

means for inter-module communication comprising means for forming a message, wherein

said means for forming comprises

means for inserting customer relations management system information and other customer relations management system information into said message, and

means for configuring said message to be pushed from a customer relations management system, wherein

means for configuring comprises encoding at least a portion of said message in a markup language,

said customer relations management system information comprises at least one of agent information and work item information,

said agent information comprises information regarding an agent,

said work item information comprises information regarding a work item,

said other customer relations management system information is other than said agent information and said work item information, and

said other customer relations management system information comprises at least one of a command, a request and a notification.

56. (Previously Presented) The apparatus of claim 55, wherein

said notification comprises at least one of notification of an event and autonomously provided information.

57. (Previously Presented) The apparatus of claim 56, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.
58. (Previously Presented) The apparatus of claim 55, further comprising: means for communicating said message from a commerce server to a universal queuing system.
59. (Previously Presented) The apparatus of claim 55, further comprising: means for forming said command, wherein said other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.
60. (Previously Presented) The apparatus of claim 55, further comprising: means for forming said request, wherein said other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with requested customer relations management system information.
61. (Previously Presented) The apparatus of claim 55, further comprising: means for forming said notification, wherein said other customer relations management system information comprises said notification, and said notification is generated by a module generating said message.
62. (Previously Presented) The apparatus of claim 55, wherein said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.
63. (Previously Presented) The apparatus of claim 62, further comprising: means for sending said message.

64. (Previously Presented) The apparatus of claim 63, further comprising:
means for receiving said message.

65. (Previously Presented) A method comprising:
receiving a message, wherein
at least a portion of said message is encoded in a markup language,
said receiving comprises
receiving said message from a customer relations management system
upon said message being pushed from said customer relations
management system,
extracting customer relations management system information and other
customer relations management system information from said
message, and
decoding said at least said portion of said message in said markup
language,
said message is configured to provide inter-module communications by virtue of
said message comprising said customer relations management system
information and said other customer relations management system
information,
said customer relations management system information comprising at
least one of agent information and work item information,
said agent information comprising information regarding an agent,
said work item information comprising information regarding a work item,
said other customer relations management system information being other
than said agent information and said work item information, and
said other customer relations management system information comprising
at least one of a command, a request and a notification.

66. (Previously Presented) The method of claim 65, wherein
said notification comprises at least one of notification of an event and autonomously
provided information.

67. (Previously Presented) The method of claim 66, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.
68. (Previously Presented) The method of claim 65, wherein said receiving of said command occurs at a universal queuing system.
69. (Previously Presented) The method of claim 65, further comprising: performing an operation in response to receiving said command, wherein said other customer relations management system information comprises said command.
70. (Previously Presented) The method of claim 65, further comprising: replying with requested customer relations management system information in response to receiving said message, wherein said other customer relations management system information comprises said request.
71. (Previously Presented) The method of claim 65, wherein said other customer relations management system information comprises said notification, and said notification is generated by a module generating said message.
72. (Previously Presented) The method of claim 65, wherein said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.
73. (Previously Presented) A computer system comprising: a processor; computer readable storage medium coupled to said processor; and computer code, encoded in said computer readable storage medium, configured to cause said processor to:

receive a message, wherein

at least a portion of said message is encoded in a markup language,
said computer code configured to cause said processor to receive

comprises

computer code configured to cause said processor to receive said
message from a customer relations management system
upon said message being pushed from said customer
relations management system,

computer code configured to cause said processor to extract
customer relations management system information and
other customer relations management system information
from said message, and

computer code configured to cause said processor to decode said at
least said portion of said message in said markup language,
said message is configured to provide inter-module communications by
virtue of

said message comprising said customer relations management
system information and said other customer relations
management system information,

said customer relations management system information
comprising at least one of agent information and work item
information,

said agent information comprising information regarding an agent,
said work item information comprising information regarding a
work item,

said other customer relations management system information
being other than said agent information and said work item
information, and

said other customer relations management system information
comprising at least one of a command, a request and a
notification.

74. (Previously Presented) The computer system of claim 73, wherein said notification comprises at least one of notification of an event and autonomously provided information.
75. (Previously Presented) The computer system of claim 74, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.
76. (Previously Presented) The computer system of claim 73, wherein said receiving of said command occurs at a universal queuing system.
77. (Previously Presented) The computer system of claim 73, wherein said computer code is further configured to cause said processor to:
perform an operation in response to receiving said command, wherein said other customer relations management system information comprises said command.
78. (Previously Presented) The computer system of claim 73, wherein said computer code is further configured to cause said processor to:
reply with requested customer relations management system information in response to receiving said message, wherein said other customer relations management system information comprises said request.
79. (Previously Presented) The computer system of claim 73, wherein said other customer relations management system information comprises said notification, and
said notification is generated by a module generating said message.
80. (Previously Presented) The computer system of claim 73, wherein said message defines a function, and
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

81. (Previously Presented) A computer program product comprising:
a first set of instructions, executable on a computer system, configured to receive a message, wherein
at least a portion of said message is encoded in a markup language,
said first set of instructions comprises
a first subset of instructions, executable on a computer system, configured to receive said message from a customer relations management system upon said message being pushed from said customer relations management system,
a second subset of instructions, executable on a computer system, configured to extract customer relations management system information and other customer relations management system information from said message, and
a third subset of instructions, executable on a computer system, configured to decode said at least said portion of said message in said markup language,
said message is configured to provide inter-module communications by virtue of
said message comprises customer relations management system information and other customer relations management system information,
said customer relations management system information comprises at least one of agent information and work item information,
said agent information comprises information regarding an agent,
said work item information comprises information regarding a work item,
said other customer relations management system information is other than said agent information and said work item information, and

said other customer relations management system information comprises at least one of a command, a request and a notification; and
computer readable storage media, wherein said computer program product is encoded in said computer readable storage media.

82. (Previously Presented) The computer program product of claim 81, wherein said notification comprises at least one of notification of an event and autonomously provided information.

83. (Previously Presented) The computer program product of claim 81, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

84. (Previously Presented) The computer program product of claim 81, wherein said receiving of said command occurs at a universal queuing system.

85. (Previously Presented) The computer program product of claim 81, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to perform an operation in response to receiving said command, wherein said other customer relations management system information comprises said command.

86. (Previously Presented) The computer program product of claim 81, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to reply with requested customer relations management system information in response to receiving said message, wherein said other customer relations management system information comprises said request.

87. (Previously Presented) The computer program product of claim 81, wherein

said other customer relations management system information comprises said notification, and
said notification is generated by a module generating said message.

88. (Previously Presented) The computer program product of claim 81, wherein said message defines a function, and
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

89. (Previously Presented) An apparatus comprising:
means for receiving a message, wherein
at least a portion of said message is encoded in a markup language,
said means for receiving comprises
means for receiving said message from a customer relations management system upon said message being pushed from said customer relations management system,
means for extracting customer relations management system information and other customer relations management system information from said message, and
means for decoding said at least said portion of said message in said markup language,
said message is configured to provide inter-module communications by virtue of said message comprising said customer relations management system information and said other customer relations management system information,
said customer relations management system information comprising at least one of agent information and work item information,
said agent information comprising information regarding an agent,
said work item information comprising information regarding a work item,
said other customer relations management system information being other than said agent information and said work item information, and

said other customer relations management system information comprising
at least one of a command, a request and a notification.

90. (Previously Presented) The apparatus of claim 89, wherein
said notification comprises at least one of notification of an event and autonomously
provided information.
91. (Previously Presented) The apparatus of claim 90, wherein
said customer relations management system information further comprises at least one of
queuing information, statistical information, connection information and rule
information.
92. (Previously Presented) The apparatus of claim 89, wherein
said receiving of said command occurs at a universal queuing system.
93. (Previously Presented) The apparatus of claim 89, further comprising:
means for performing an operation in response to receiving said command, wherein said
other customer relations management system information comprises said
command.
94. (Previously Presented) The apparatus of claim 89, further comprising:
means for replying with requested customer relations management system information in
response to receiving said message, wherein said other customer relations
management system information comprises said request.
95. (Previously Presented) The apparatus of claim 89, wherein
said other customer relations management system information comprises said
notification, and
said notification is generated by a module generating said message.
96. (Previously Presented) The apparatus of claim 89, wherein
said message defines a function, and

said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

97-98. (Cancelled)

99. (New) The method of Claim 23, wherein said forming comprises receiving incoming customer support requests at a communication server, wherein said communication server receives said incoming customer support requests from a channel driver in communication with a communications channel, and causing said communication server to route said incoming customer support request as a work item to an assigned agent.